

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

FIRST SET OF INFORMATION REQUESTS TO COLONIAL GAS COMPANY
D/B/A
KEYSPAN ENERGY DELIVERY NEW ENGLAND

D.T.E. 04-86

Respondent: Jennifer Bedard

Information Request: 1-9

Q. Refer to Exhs. 1 through 9 of the Company's filing. Provide any available assessment of the Company's residential, multi-family and C&I DSM programs with regard to the following since the inception of Colonial's DSM program:

- (a) overall customer satisfaction and customer complains;
- (b) total bill savings;
- (c) improved customer operations; and
- (d) lowered maintenance costs.

A. The programs offered by Colonial for which exogenous cost recovery is sought are no longer offered. At the time the measures were installed, Colonial implemented quality control procedures to ensure customer satisfaction and to respond to any customer complaints.

In 1995, Colonial, through the Tellus Institute, conducted a process evaluation of its DSM programs. A copy of the Tellus report dated November 1995 was submitted in previous Colonial exogenous cost recovery cases, D.T.E. 02-58 and D.T.E. 01-73. Key findings from the Tellus evaluation included the following:

- Program participants had a high overall level of satisfaction with the programs, program auditors, contractors and quality control inspectors. Customer satisfaction with the performance of the individual gas savings measures was also high.
- Colonial's management was responsive to any problems with program design and delivery.

Although no specific assessment of customer bill savings, improved customer operations and lowered maintenance cost was conducted, it is reasonable to infer from the results of the Tellus study that customers were satisfied that they are saving money and that their facilities are operating more efficiently as a result of their participation in these DSM programs.